

Self-Directed Supports News

Nov 2014 VOLUME 1, ISSUE 2

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Connecting with your local Self-Directed Supports Coordinator

ARO ~ Julie Bever
660-726-1511

CMRO ~ Sharon Benedick
660-831-06

HRO ~ Kelly Lockwood
573-406-6629

JRO ~ Terri Yelton
417-629-3552

KCRO ~ Ashley Graffam-Fizer
816-889-3526

KRO ~ Tonda Lain
660-785-2318

PBRO ~ Debbie Smith
573-840-9329

RRO ~ Joe Davidson
573-368-2200

SiRO ~ Misty Koch-Dunning
573-290-5298

SpRO ~ Stephanie Flowers
417-895-7470

StLCRO ~ Jamie Viviano
314-475-7736

StLTriCRO ~ Carol Brennaman
636-926-1215

Makarios’ Unique Abilities

My son, Makarios, was diagnosed with autism at 4 years of age. Remembering the early years of Makarios’ life and his unique needs was quite an experience and a roller coaster ride, his mother recalls. We started out receiving respite services from the Kansas City Regional Office. His early needs required intense speech therapy, highly structured and consistent routine environments, sensory diets and visuals. We have been self-directing his services since 2009.

Life became a major adjustment for my family and I. We had to rethink the way we thought, and accommodate Makarios, because he processed differently. We developed an obsession for reading, researching for answers to find out what best practices were being tried, and then doing whatever it took to make his life as smooth as it could be. We tried an assortment of options including special diets, vitamins and being mindful of food ingredients/labels for allergies. Some were successful, others were not; although the most success came from removing dairy products from his diet. Shortly after, there were limited recognizable words and the light at the end of the tunnel became brighter.





Makarios story continued

Very fortunately, with the help from the self-directed supports; we were able to hire family/friends that were already familiar and supportive of Makarios to provide most of the services he required. Although he will always need assistance with daily life and community integration skills; his progress has been tremendous. It has allowed Makarios to have the hours of services that meet his needs. We are creatively using his Personal Assistants to teach social and daily life skills. Makarios can be out in the community. Self-directed support allows Makarios to have the people in his life that will help him to grow towards his potential.

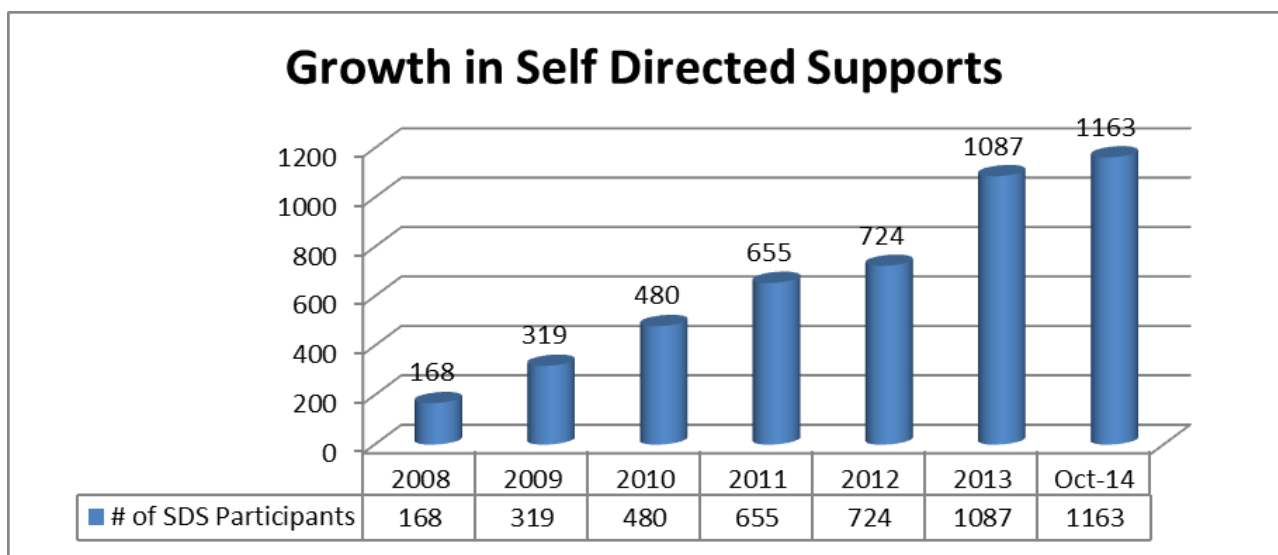
Some of his many accomplishments have been receiving gold/silver medals in Special Olympics track, going to the YMCA to play basketball, social interaction with other peers and going to parks and beaches. He has improved greatly on using his voice to communicate his wants and needs but still needs to be reminded to use his words. Challenges and struggles for Makarios consist of expressing feelings, limited speech and sensory processing. Strengths are visual schedules, rote memory and computers.



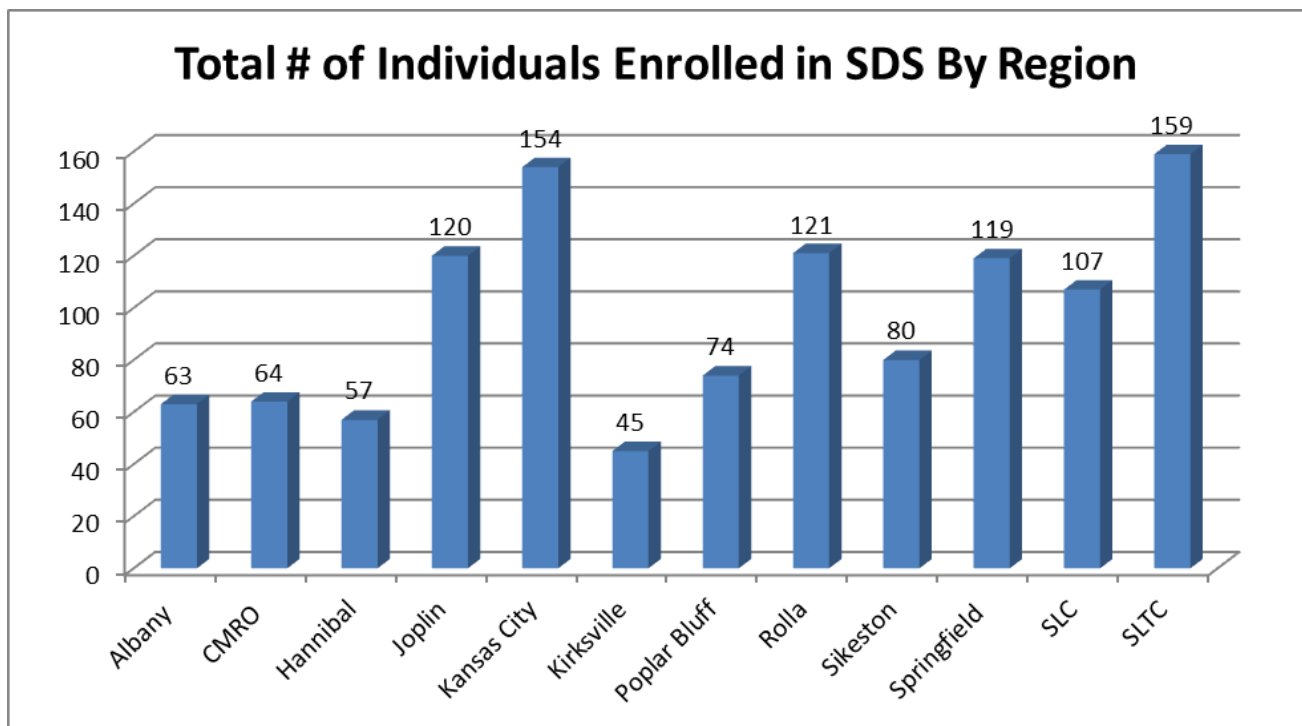
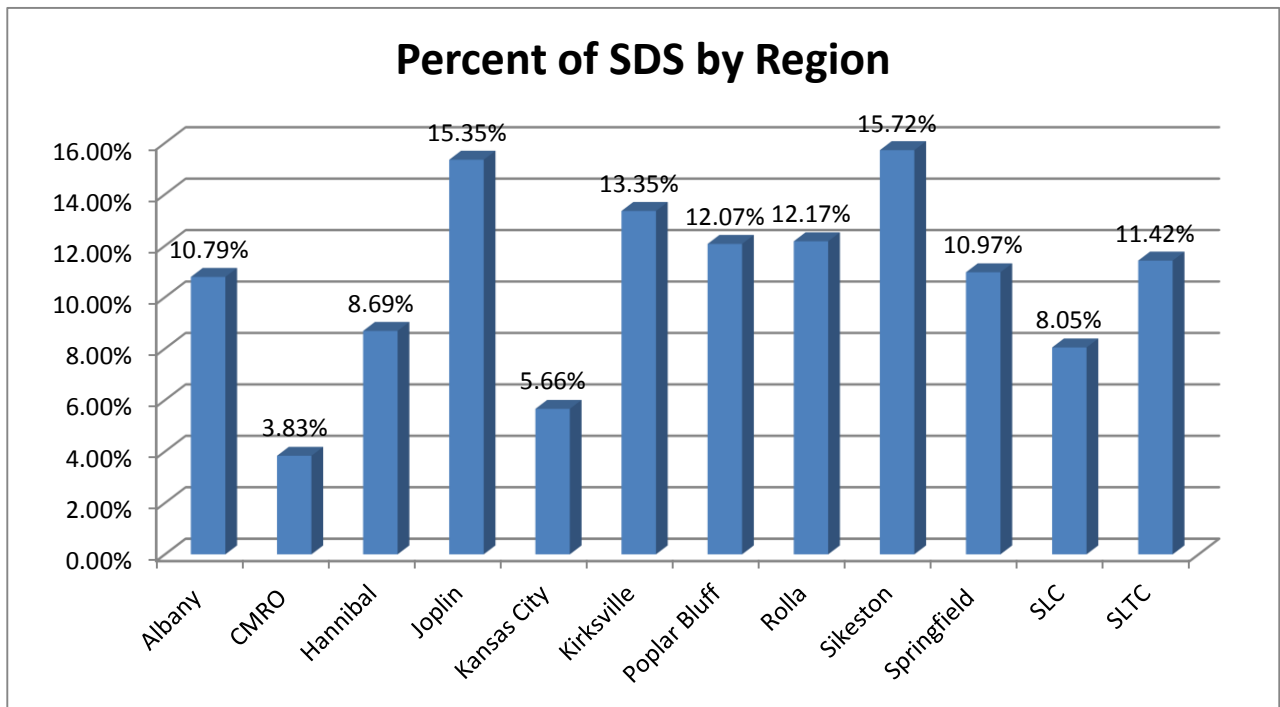
Self Directed Services was the right decision for my family because we have choices and control; such as hiring/training our own employees, creating and changing the plan as we go along in order to accommodate Makarios' needs, negotiating pay rates within limits, having a choice of when and where services are provided and having a Service Coordinator from EITAS to show us how to set up his plan and give great ideas.

As the wise saying goes; "It takes a village to raise a child", we are so thankful that as a team, we can all support and contribute to Makarios' success.

Growth of Self-Directed Supports Over the Years



Self-Directed Supports by Region





Maintaining Good Service Documentation is an Important Part of Self-Directed Supports

Service documentation serves as proof the services were provided. It is very important that the Individual/Designated Representative maintains service documentation for a period of 6 years, even if they stop self-directing supports.

Missing documentation will result in:

- A referral to the Missouri Medicaid Audit and Compliance Unit.
- A situation where the Individual/Designated Representative will have to pay for those services out of pocket.
- Termination of the option of SDS or placement on an 'Improvement Plan'.

The service coordinator reviews documentation during quarterly face to face monitoring visits to ensure: The documentation is present and meaningful. Daily activities records are thorough; completely describe the activities and support the person participated in.

The "Mandatory Documentation Form" is provided to ensure required information is documented. It has two parts-a time sheet and a documentation log. If you want to use any other format, you must have permission from the Self-Directed Support Coordinator. Below you will find an example of a completed documentation form.

SDS Review Directive Training

Improving lives THROUGH supports and services THAT FOSTER self-determination.

Example www.dmh.mo.gov/dd MISSOURI DEPARTMENT OF MENTAL HEALTH

INDIVIDUAL RECEIVING SERVICES (include middle initial): John Q. Example EMPLOYEE NAME: Bob Smith

DATE of Time Period: 12/02/2014 to 12/15/2014 Page 1 of 2

PA=Personal Assistance (T1019 U2); MB = Specialized Medical/Behavioral Personal Assistance (T1019 TG); CS=Community Specialist (T1016 U2); SB=Support Broker (T2041 U2); TC=Team Collaboration (G9007)

**MANDATORY
SELF-DIRECTED SUPPORTS DOCUMENTATION
FORM****

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Date (MM/DD/YY)	12/02/2014	/ /	/ /	/ /	/ /	/ /	/ /
Service Code	<input checked="" type="checkbox"/> PA <input type="checkbox"/> MB <input type="checkbox"/> CS <input type="checkbox"/> SB <input type="checkbox"/> TC	<input type="checkbox"/> PA <input type="checkbox"/> MB <input type="checkbox"/> CS <input type="checkbox"/> SB <input type="checkbox"/> TC	<input type="checkbox"/> PA <input type="checkbox"/> MB <input type="checkbox"/> CS <input type="checkbox"/> SB <input type="checkbox"/> TC	<input type="checkbox"/> PA <input type="checkbox"/> MB <input type="checkbox"/> CS <input type="checkbox"/> SB <input type="checkbox"/> TC	<input type="checkbox"/> PA <input type="checkbox"/> MB <input type="checkbox"/> CS <input type="checkbox"/> SB <input type="checkbox"/> TC	<input type="checkbox"/> PA <input type="checkbox"/> MB <input type="checkbox"/> CS <input type="checkbox"/> SB <input type="checkbox"/> TC	<input type="checkbox"/> PA <input type="checkbox"/> MB <input type="checkbox"/> CS <input type="checkbox"/> SB <input type="checkbox"/> TC
Time In	11:30 <input checked="" type="checkbox"/> am <input type="checkbox"/> pm	<input type="checkbox"/> am <input type="checkbox"/> pm	<input type="checkbox"/> am <input type="checkbox"/> pm	<input type="checkbox"/> am <input type="checkbox"/> pm	<input type="checkbox"/> am <input type="checkbox"/> pm	<input type="checkbox"/> am <input type="checkbox"/> pm	<input type="checkbox"/> am <input type="checkbox"/> pm
Time Out	1:30 <input type="checkbox"/> am <input checked="" type="checkbox"/> pm	<input type="checkbox"/> am <input type="checkbox"/> pm	<input type="checkbox"/> am <input type="checkbox"/> pm	<input type="checkbox"/> am <input type="checkbox"/> pm	<input type="checkbox"/> am <input type="checkbox"/> pm	<input type="checkbox"/> am <input type="checkbox"/> pm	<input type="checkbox"/> am <input type="checkbox"/> pm
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Time Out	<input type="checkbox"/> am <input type="checkbox"/> pm	<input type="checkbox"/> am <input type="checkbox"/> pm	<input type="checkbox"/> am <input type="checkbox"/> pm	<input type="checkbox"/> am <input type="checkbox"/> pm	<input type="checkbox"/> am <input type="checkbox"/> pm	<input type="checkbox"/> am <input type="checkbox"/> pm	<input type="checkbox"/> am <input type="checkbox"/> pm
Total Time Worked	2.00						

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Date (MM/DD/YY)	12/09/2014	/ /	/ /	/ /	/ /	/ /	/ /
Service Code	<input checked="" type="checkbox"/> PA <input type="checkbox"/> MB <input type="checkbox"/> CS <input type="checkbox"/> SB <input type="checkbox"/> TC	<input type="checkbox"/> PA <input type="checkbox"/> MB <input type="checkbox"/> CS <input type="checkbox"/> SB <input type="checkbox"/> TC	<input type="checkbox"/> PA <input type="checkbox"/> MB <input type="checkbox"/> CS <input type="checkbox"/> SB <input type="checkbox"/> TC	<input type="checkbox"/> PA <input type="checkbox"/> MB <input type="checkbox"/> CS <input type="checkbox"/> SB <input type="checkbox"/> TC	<input type="checkbox"/> PA <input type="checkbox"/> MB <input type="checkbox"/> CS <input type="checkbox"/> SB <input type="checkbox"/> TC	<input type="checkbox"/> PA <input type="checkbox"/> MB <input type="checkbox"/> CS <input type="checkbox"/> SB <input type="checkbox"/> TC	<input type="checkbox"/> PA <input type="checkbox"/> MB <input type="checkbox"/> CS <input type="checkbox"/> SB <input type="checkbox"/> TC
Time In	9:15 <input checked="" type="checkbox"/> am <input type="checkbox"/> pm	<input type="checkbox"/> am <input type="checkbox"/> pm	<input type="checkbox"/> am <input type="checkbox"/> pm	<input type="checkbox"/> am <input type="checkbox"/> pm	<input type="checkbox"/> am <input type="checkbox"/> pm	<input type="checkbox"/> am <input type="checkbox"/> pm	<input type="checkbox"/> am <input type="checkbox"/> pm
Time Out	12:15 <input type="checkbox"/> am <input checked="" type="checkbox"/> pm	<input type="checkbox"/> am <input type="checkbox"/> pm	<input type="checkbox"/> am <input type="checkbox"/> pm	<input type="checkbox"/> am <input type="checkbox"/> pm	<input type="checkbox"/> am <input type="checkbox"/> pm	<input type="checkbox"/> am <input type="checkbox"/> pm	<input type="checkbox"/> am <input type="checkbox"/> pm
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Time Out	<input type="checkbox"/> am <input type="checkbox"/> pm	<input type="checkbox"/> am <input type="checkbox"/> pm	<input type="checkbox"/> am <input type="checkbox"/> pm	<input type="checkbox"/> am <input type="checkbox"/> pm	<input type="checkbox"/> am <input type="checkbox"/> pm	<input type="checkbox"/> am <input type="checkbox"/> pm	<input type="checkbox"/> am <input type="checkbox"/> pm
Time In	<input type="checkbox"/> am <input type="checkbox"/> pm	<input type="checkbox"/> am <input type="checkbox"/> pm	<input type="checkbox"/> am <input type="checkbox"/> pm	<input type="checkbox"/> am <input type="checkbox"/> pm	<input type="checkbox"/> am <input type="checkbox"/> pm	<input type="checkbox"/> am <input type="checkbox"/> pm	<input type="checkbox"/> am <input type="checkbox"/> pm
Time Out	<input type="checkbox"/> am <input type="checkbox"/> pm	<input type="checkbox"/> am <input type="checkbox"/> pm	<input type="checkbox"/> am <input type="checkbox"/> pm	<input type="checkbox"/> am <input type="checkbox"/> pm	<input type="checkbox"/> am <input type="checkbox"/> pm	<input type="checkbox"/> am <input type="checkbox"/> pm	<input type="checkbox"/> am <input type="checkbox"/> pm
Total Time Worked	3.00						

Service Documentation is an Important Part of Self-Directed Supports- continued

SDS Review Directive Training

MISSOURI DIVISION OF DEVELOPMENTAL DISABILITIES

Improving lives THROUGH supports and services THAT FOSTER self-determination.

MANDATORY SELF-DIRECTED SUPPORTS DOCUMENTATION FORM**

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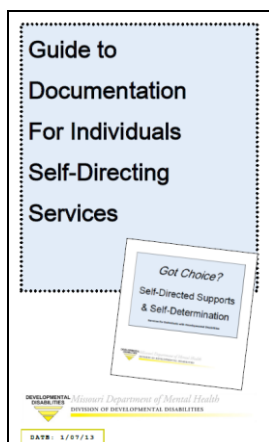
DATE of Time Period: 12/02/2014 to 12/15/2014 Page 2 of 2

Documentation must be completed at the time of service and must be sufficient so as to justify the length of service provided. Record activities and be specific. **Where did service take place?** What activity was done? What support was needed? What was the response? Answer the questions of who, what, when, where, why, how and record progress towards goals. Record changes in mood, habits or health, and new skills or discoveries. Be objective; just the facts, not opinions. Avoid using any derogatory, disrespectful or unprofessional statements.

Always use ink and remember to write legibly. Never use whiteout or scratch out errors, simply draw a line through the error and initial it.

Date	Time In	Time Out	Documentation Notes (*Service took place in individuals home unless otherwise noted)	Employee Signature
12/02/2014	11:30 am	1:30 pm	I assisted John with cooking his lunch upon arrival at his home at 11:30 am. With verbal prompts, John boiled water for spaghetti and warmed left-over meat sauce. John also fixed 1 piece of toast in the toaster oven and peeled an orange. John stated his lunch was very good and he ate 1 cereal size bowl of pasta, the orange, and the toast. He also drank 2 glasses of iced tea. I then assisted John with clean up by wiping the table and counters while he washed the dishes. John then wanted to work on his emergency training. John stated he would call his aunt in case of an emergency but could not state another option. I suggested he call 911 and he agreed. John was talkative and smiled a lot today. He also stated he felt good but was a little tired and planned on taking a nap after I left. We then changed the sheets on his bed and placed the dirty sheets in the hamper before I left at 1:30 pm.	Bob Smith, PA
12/09/2014	9:15 am	12:15 pm	I arrived at John's at 9:15 am and he greeted me at the door. John wanted me to help him cook his breakfast. John got out his recipe for pancakes and I helped John measure ingredients with verbal prompts. John cooked 3 pancakes while I made 2 cups of fruit salad with pineapple, grapes and peaches. John had left over pancake mix and fruit salad and put both in sealed containers and sat in the fridge for tomorrow. John liked his breakfast, eating 2 pancakes and 1/2 the fruit salad, but stated he wanted to try a different syrup next time. I made a note on John's grocery list to remind him to purchase a different brand of syrup. We then went over emergency training. We practiced what to do if a tornado siren went off and if the fire alarm sounded. I asked John where the best place is for him to go in case of a tornado. John said it would be the tub in the hall bathroom. I also asked John how he would get out of his apartment in case of a fire. John responded that he would first try his front door and then his bedroom or living room window. We cleaned both his bathrooms with John only needing reminders and pointers on cleaning behind the toilet and in the crevices around his shower door. We also began a wash load of towels. John was able to correctly select the wash cycle, water temperature, and amount of soap without reminders. John didn't talk much today but smiled often, and he laughed when I told him a story about my cat. He also said he felt really good and was going to go for a walk later. When I left John's at 12:15 pm, I reminded him to move the towels to the dryer when they were finished. John sat the kitchen timer so he would not forget the towels.	Bob Smith, PA

More information on Documentation



In addition to creating a record as proof to funders, documentation serves many other purposes. You can find more information by viewing the "Guide on Documentation for Individuals Self-directing Services" found on the Division's website at

<http://dmh.mo.gov/dd/progs/selfdirect.htm>

SDS Quarterly Meetings

We strive to provide regular opportunities for face to face meetings for Individuals receiving Self-Directed Services, their representatives, Support Coordinators, or those interested in learning more about SDS. The MO Consumer Direct staff will be pairing with the Self-Directed Support Coordinator in your region to host this upcoming training opportunity to expand your understanding of Missouri's Self-Directed Supports program, answer questions you may have, and share ideas. **Your attendance is optional, but we really look forward to connecting with you!**

Please feel free to attend any meeting which is the closest or most convenient for you. Topics to be discussed include, but are not limited to:

- **Dept of Labor Rule regarding overtime; necessity for new FEA Service & Employment Agreements**
- **Annual Employee Training Requirements**
- **Annual Satisfaction Surveys**
- **Reports: What you, your employees & your Support Coordinator can access**
- **Review of the Provider Directory**
- **We're taking the Plunge!! The Polar Plunge, that is!**

<u>St. Louis Region</u> Monday, Dec. 1 ~ 6:30 pm St. Louis Regional Tri-County Office 119 Olympic Way St. Peters, MO	<u>Springfield Region</u> Thursday, Dec. 4 ~ 10:00 am Springfield Regional Office 1515 E. Pythian Springfield, MO	<u>Kirksville Region</u> Tuesday, Jan. 6 ~ 5:15 pm Kirksville Regional Office 1702 E. LaHarpe Kirksville, MO
<u>Hannibal Region</u> Tuesday, Dec. 2 ~ 5:30 pm Hannibal Arms Apartments 2 Meredith Dr. Hannibal, MO	<u>Poplar Bluff Region</u> Thursday, Dec. 4 ~ 5:30 pm Poplar Bluff Regional Office 2351 Kanell Blvd. Poplar Bluff, MO	<u>Rolla Region</u> Thursday, Jan. 8 ~ 5:00 pm First State Community Bank 308 W. Lincoln Ave. Owensville, MO
<u>Joplin Region</u> Wednesday, Dec. 3 ~ 1:30 pm Joplin Regional Office 3600 E. Newman Rd, Joplin, MO	<u>Sikeston Region</u> Friday, Dec. 5 ~ 9:30 am Sikeston Regional Office 112 Plaza Drive Sikeston, MO	<u>Central MO Region</u> Tuesday, Jan. 13 ~ 12:00 pm Central MO Regional Office 1500 Vandiver Dr. Columbia, MO
<u>Joplin Region</u> Wednesday, Dec. 3 ~ 6:00 pm Lawrence County Board 403 E. Elm St, Aurora MO	<u>Albany Region</u> Thursday, Dec. 11 ~ 3:30 pm Progressive Community Services 1620 N. Woodbine Rd. St. Joseph, MO	<u>Kansas City Region</u> Thursday, Jan. 29 ~ 3:30 pm CHS - Clay Co. 920 Kent St. Liberty, MO

If you have questions about the quarterly face-to-face meetings or anything else, please contact the MO Consumer Direct office by emailing infoMO@consumerdirectonline.net or by phone, toll free, at 1-877-532-8565.

Sincerely,

Angie Peterson
Program Manager
MO Consumer Direct



SHARING SUCCESS



Would you like to share your experience with self-directed supports? Contact the Regional Office Self-directed Supports Coordinator.

To share the success of other individuals and families, visit www.dmh.mo.gov/dd/spotlight.

MISSOURI DIVISION OF
DEVELOPMENTAL
DISABILITIES



Improving lives THROUGH
supports and services
THAT FOSTER self-determination.

For more information about Self-directed
Supports please visit the Division's website at
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Fostering Self-determination



Supporting Families



Facilitating Individualized
Services and Supports



Developing Accessible Housing



Promoting Employment First